

POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION	POLICY NUMBER E-01	PAGE NUMBER 1 OF 1
	RELATED NCCHC STANDARDS: P-E-01 (ESSENTIAL)	
CHAPTER: 11 HEALTH SERVICES	SUBJECT: INFORMATION ON HEALTH SERVICES	
APPROVED BY THE COMMISSIONER:		
EFFECTIVE DATE: 11-19-07		

PURPOSE:

Inmates receive information concerning access to medical, dental and mental health care in a manner that is understandable to them.

POLICY:

1. Inmates are instructed verbally on how to access healthcare during the Receiving Screening process.
2. Information concerning health services, procedures for obtaining them and the grievance process are included in the written institutional orientation packet.
3. Procedures for gaining access to healthcare and medication administration times are included in inmate orientation to each institution.
4. If the inmate is unable to understand access to care information due to language difficulties, illiteracy, deafness, developmental disability or mental illness, screening staff must request assistance.
5. Signage in the intake area instructs the inmate in how to obtain healthcare.
6. Information on health services is presented within 24 hours of arrival.

References:

National Commission on Correctional Health Care: Standards for Health Services in Jails, 2003, J-E-01